

Project Name:	Consumer Services Enterprise Operations System (CSEOS)
	http://www.miamidade.gov/itgovernance/library/business_cases_2005/05-06%20CSEOS%20Business_Case_Section_A1.pdf
Department Name:	CSD
Project Amount:	\$999,000

EVALUATION CRITERIA	RATING (Use drop down boxes)	Comments/Instructions
A. BUSINESS IMPACT		
1. How closely are the project's objectives aligned with County's strategic plan?	2	5= Strong Alignment, 1=No Alignment
2. Is the project an enterprise solution that will be used by more than one agency?	NO	Yes or No
3. To what extent will the project improve internal workflow and productivity and enhance customer service? See tab below for examples on how to rate.	3	5=Major Impact, 1=Minimal Impact
4. How well have projected benefits been identified and quantified? See tab below for examples on how to rate.	3	5=Benefits clearly identified/quantified, 1=Benefits not identified
B. ARCHITECTURAL FIT		
5. To what extent will the project serve to improve the County's underlying technical infrastructure?	1	5=Major Infrastructure Improvement, 1=No Improvement
C. OTHER		
6. Is the project a mandate (i.e., required by legislation or regulation)?	NO	Yes or No
7. Is this project the agency's first or only priority?	YES	Yes or No
8. Is the proposed project the subsequent phase of a project that is currently in progress or has recently been completed?	NO	Yes or No
9. Does the project introduce a new technology that will or can be evaluated for potential use elsewhere in Miami-Dade County (a pilot or "frontier" project)? See tab below for examples on how to rate.	NO	Yes or No

Additional Comments (Optional):
1. Customer service increase via access to info on the web. 2. Departments states that this is an enterprise wide solution, but after reading the information, I may be wrong, but tend to identify the project as a department specific solution. 3. Moderate impact to customer service, improves department workflow by system integration. 4. Integrates systems and replace legacy systems not meeting department's needs.